

TEL: 1-800-443-2756 FAX: 631-843-5620 e-mail: hsfp@henryschein.com

**Business Solutions for Healthcare Practices** 

Henry Schein, Inc. • 135 Duryea Road • Melville, New York 11747

March 16, 2007

Office of the Attorney General Consumer Protection and Antitrust Bureau 33 Capitol Street Concord, NH 03301 FAX (603) 223-6202

Re:

Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat.

Ann. § 359-C:20(i)(b)

To Whom It May Concern:

Henry Schein Financial Services, Inc. assists doctors and healthcare professionals to secure lease and financing arrangements with third parties. As you are aware, New Hampshire state law requires notice to the New Hampshire Attorney General's Office in the event of an information security breach involving the personal information of New Hampshire residents. In accordance with that requirement, we write to inform you of a possible information security breach that Henry Schein Financial Services, Inc. discovered on February 23, 2007.

On that date, we learned that a laptop used by one of our employees had been stolen from a hotel during a trade show in Chicago, IL. We are unable to confirm, but we believe the laptop may have contained personal information, including name and social security number of approximately 340 of our customers. The laptop was not encrypted, but a password was required to log into Windows. We have no information indicating the personal data has been misused. We reported the theft to the Chicago Police Department. The police report number is HN193433.

We estimate that approximately 1 New Hampshire resident was affected by this incident. Pursuant to legal obligations, we are in the process of notifying all affected individuals of the possible information security breach via written letter to each affected individual through first class mail, postage prepaid. For your convenience, a copy of the notice being sent to consumers is enclosed with this letter.

The notices describe (1) the general nature of the incident resulting in the potential information security breach, (2) the type of personal information that was the subject of the possible security breach, (3) contact information for inquiries regarding the incident, (4) how to enroll in Experian's credit monitoring service, which Henry Schein Financial Services, Inc. is making available to affected individuals free of charge for one year; and



(5) advice to individuals that they should also consider placing an initial fraud alert on their credit files and that they review account statements and monitor free credit reports that are available to them.

If you have any questions or need further information regarding this incident, please do not hesitate to contact us.

Sincerely yours,

Michael S. Ettinger

Enclosure



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[Title] [First] [Last] [Address 1] [Address 2] [City], [State] [ZIP]

**RE: IMPORTANT NOTICE** 

Dear [Title] [Last Name]:

We are writing to let you know that personal information about you *may* have been recently compromised. We value you highly as a customer and deeply regret that this situation occurred. We are keenly aware of how important your personal information is to you. We have no reason to believe this information has been misused. Even so, we want to inform you of the situation, provide background about what happened, and suggest some steps you can take to protect yourself from identity theft now and in the future.

## What Happened?

We recently learned that a laptop belonging to one of the employees had been stolen. The laptop was password protected. The personal information that was on the laptop may have included your name and social security number which was collected in connection with your leasing/loan transaction with Choice Health Leasing. The theft has been reported to the police who conducted their own investigation. You should be aware that in many instances laptops are stolen for their hardware, not for the data contained on them.

## What now?

We have partnered with ConsumerInfo.com, an Experian® company, to provide you with a full year of credit monitoring. This credit monitoring membership will enable you to identify possible fraudulent use of your information.

Your credit monitoring product, Triple Alert<sup>SM</sup>, will identify and notify you of key changes that may be a sign of Identity Theft. Your complimentary membership includes:

- o Monitoring of all three of your national credit reports every day
- o Email alerts of key changes to any of your 3 national credit reports
- o \$10,000 identity theft insurance provided by Virginia Surety Company, Inc.\*
- o Dedicated fraud resolution representatives available for victims of identity theft

\*Due to New York state law restrictions, coverage cannot be offered to residents of New York.



You have ninety (90) days to activate this membership, which will then continue for 12 full months. We encourage you to activate your credit monitoring membership quickly. To redeem your Triple Alert membership, please visit <a href="http://partner.experiandirect.com/triplealert/">http://partner.experiandirect.com/triplealert/</a> and enter the code provided below. You will be instructed on how to initiate your online membership.

Your Credit Monitoring Access Code: [insert promo code]

It is always a good practice to regularly review activity on your accounts and to obtain your credit report from one or more of the national credit reporting companies. We recommend that you remain vigilant for at least the next 12 to 24 months, and to promptly report incidents of suspected identity theft to us and to the proper authorities.

We apologize for any inconvenience or concerns this may cause. If you have any questions or need additional information, please contact Keith Drayer at 631.843.5625.

Sincerely,

Keith Drayer Director, Henry Schein Financial Services, Inc.



## PRIVILEGED & **CONFIDENTIAL Facsimile**

Michael S. Ettinger Vice President, General Counsel & Secretary HENRY SCHEIN, INC. 135 Duryea Road Melville, New York 11747



(631) 843-5500 Ext. 5993 Michael.Ettinger@henryschein.com

Please call Victoria Gauci at (631) 843-5989 if not properly received.

To:

Office of the Attorney General

Consumer Protection and Antitrust Bureau

Fax: (603) 223-6202

From:

Michael Ettinger, Esq.

**Date**: March 16, 2007

Re:

Legal Notice of Information Security Breach

Pursuant to N.H. Rev. Stat. Ann. § 359-

5- including coversheet

C:20(i)(b)

Pages:

Cc:

**Respond to Fax #:** (631) 843-5660

Please Recycle

For Review

Please Comment

Please Reply

Please Comply

**COMMENTS:** 

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**QUALITY STARTS WITH US!**